



Trade Development through Quality

The West Africa Quality
Programme





“QUALITY has been the byword of the programme”



- 1 QUALITY has been the byword of the programme, starting with the formulation and implementation of the QUALITY POLICY, which set the framework within which WAQP would operate.
- 2 QUALITY PROMOTION was the second step, serving to create a quality culture and demand among the region's enterprises (both private and public) for the programme's services.
- 3 At the same time, QUALITY INFRASTRUCTURE was put in place, resting on the pillars of Standardization, Metrology and Accreditation, which are vital for internationally recognized conformity assessment of products and services supplied by West African enterprises. In this way, around 120 enterprises have been helped to achieve compliance to international standards and, in particular, standards related to food exports.



QUALITY POLICY + QUALITY PROMOTION + QUALITY INFRASTRUCTURE

INTRODUCTION

Following a successful first phase from 2001 to 2005, the second phase of the West Africa Quality Programme (WAQP) was launched in 2007.

The overall objective

The overall objective was to strengthen regional economic integration and trade by creating an environment that facilitates compliance with international trade rules and technical regulations. Of particular importance were World Trade Organization (WTO) agreements on Technical Barriers to Trade (TBT) and Sanitary and Phytosanitary (SPS) measures.

Integration into the global economy

A prime objective was to increase the competitiveness of enterprises in the region thus enabling them to better integrate into the global economy.

The WAQP ran for five years and expanded from the original eight member states of the Union Economique et Monétaire Ouest Africaine (UEMOA/WAEMU- West African Economic and Monetary Union) in Phase One to include the remaining seven ECOWAS member states and Mauritania. The European Union (EU) provided funding of €16.9 million for this second phase and technical support came from UNIDO. The last year of Phase Two was designed as a transition phase during which preparations were made for a new phase expected to become operational in 2013.

16

Benin
+
Burkina Faso
+
Cape Verde
+
Côte d'Ivoire
+
The Gambia
+
Ghana
+
Guinea
+
Guinea Bissau
+
Liberia
+
Mali
+
Mauritania
+
Niger
+
Nigeria
+
Senegal
+
Sierra Leone
+
Togo

20
been helped to be
national standards
standards related
ports



Results

Regional level:

ECOWAS Regional Quality Policy

adopted

16

report on Regional
Quality Infrastructure
adopted by all 16
participating countries
+ ECOWAS
& UEMOA

National level:

7

NQPs/legal frameworks
adopted in seven
countries

1

Food Safety and Quality
Act adopted

1

National Quality Institute
established

Quality Policy

The systemic and holistic policy approach taken in the WAQP stemmed from UEMOA's Common Industrial Policy (CIP) adopted in 1999. This focused on improving competitiveness, harmonizing standards and improving intraregional trade. It recommended developing quality infrastructure in West Africa to enable exporters to comply with the WTO's TBT and SPS agreements. In Phase Two, this approach was boosted by ECOWAS' own drive towards a Regional Quality Policy but care was always taken to encourage and support national quality policy and to avoid duplication.

RESULTS -at regional level

- ECOWAS Regional Quality Policy adopted (under the leadership of ECOWAS and with the technical support of WAQP)
- Technical strengthening of UEMOA's regional bodies on standardization, certification, metrology and accreditation
- Report on setting up Regional Quality Infrastructure adopted by all 16 participating countries and the ECOWAS and UEMOA Commissions

RESULTS -at national level

- National Quality Policies (NQPs)/legal frameworks adopted in seven countries (Burkina Faso, Cape Verde, The Gambia, Mali, Niger, Sierra Leone, Togo)
- A Food Safety and Quality Act adopted in The Gambia
- A National Quality Institute established in Cape Verde



Quality Promotion

Promoting the concept and implementation of quality has an essential role to play in building a bridge between the public and private sectors as a natural complement to quality policy. Promotion is needed to create awareness and a quality culture and to stimulate demand for the services of quality infrastructure bodies. Media coverage of activities in each participating country as well as the WAQP website have helped create awareness.

RESULTS -at regional level

- UEMOA Quality Awards made to 18 enterprises in three categories in 2010 and 2012
- Diagnosis and development plans for six agro-food technical centres

RESULTS -at national level

- National Quality Awards are now made on an annual or bi-annual basis in each UEMOA country
- World Metrology Day celebrated in all countries
- Celebration of World Consumer Rights Day in the seven (non UEMOA) ECOWAS countries and Mauritania
- Capacity building of management staff of consumer associations

RESULTS -at enterprise level

- Capacity building of some 3,800 staff from around 120 enterprises in quality and safety management systems for food items
- 14 consultants certified of whom five as ISO 9001 third party auditors, eight as ISO 22000 third party auditors and one qualified expert in HACCP
- Around 140 internal quality auditors trained (110 in ISO 9001 and 30 in ISO 22000)
- 18 enterprises certified against ISO 9001, ISO 22000 and private standards

Results

Regional level:

UEMOA AWARDS

18 enterprises in three categories in 2010 and 2012

6

diagnosis and development plans for 6 agro-food technical centres

National level:

QUALITY AWARDS

annual or bi-annual basis

METROLOGY DAY

celebrated in all countries

CONSUMER RIGHTS DAY

celebrated in seven countries

CONSUMER ASSOCIATIONS

capacity building

3,800

capacity building for staff from around 120 enterprises

14

consultants certified

140

internal quality auditors trained

=

Enterprise
level

Results

Regional level:

NORMCERQ

operationalised

42

regional standards
adopted

2

UEMOA/ECOWAS
standards officer trained

ECOSHAM

ECOWAS Standards
Harmonization Scheme
validated & adopted

National level:

14

countries
ISO members

16

NSBs equipped and
staff trained

29

Standardization Days
organized

Quality Infrastructure

Standardization

Compliance with international standards opens the door to exports to global markets while compliance with national standards is a first step on the ladder for enterprises to earn consumer recognition and endorsement. At the outset of WAQP, many of the countries involved did not have a formal structure to support a standards system. Most enterprises did not follow any production or management standards and only a handful were certified to ISO 9001 quality management standard. There was no regional harmonization of standards and in six countries standards bodies were unable to provide local industries with international standards.

RESULTS -at regional level

- NORMCERQ, the UEMOA regional body for standardization, certification and quality promotion, operationalised
- 42 regional standards adopted for civil engineering, food items, leather and hides, livestock products, textiles, banking and financial services, and quality management
- Capacity building of the 2 UEMOA and ECOWAS regional standards officers
- ECOSHAM, the ECOWAS standards harmonization scheme validated and adopted

RESULTS -at national level

- 14 countries are now members of the International Organization for Standardization (ISO): the National Standards Bodies (NSBs) of five countries (Côte d'Ivoire, Ghana, Mali, Nigeria, and Senegal) as full member and nine as correspondent members (Benin, Burkina Faso, Guinea, Liberia, Mauritania, Niger, Sierra Leone, The Gambia and Togo)
- 16 National Standards Bodies (NSBs) equipped and staff trained
- 29 Standardization Days organized

Metrology

The science of weights and measurement is essential to ensure consumer protection and to ensure that goods being sold conform to national and international standards. The introduction and improvement of metrology facilities in the 16 countries was consequently a priority output in both phases of the WAQP. With limited - but nonetheless vital - demand for such specialized services, WAQP has, for example, used the calibration laboratory of the Ghana Standards Authority to calibrate equipment for UEMOA members and thus saved the cost of sending equipment to Europe. Other countries like Benin, Cape Verde and Senegal each have an accredited calibration laboratory which can offer its services to the region.

RESULTS -at regional level

- UEMOA Metrology Law drafted and pending adoption
- SOAMET - the UEMOA regional metrology body - is operational and a correspondent member of the International Organization of Legal Metrology (OIML)
- 30 regional and national metrology experts trained by the AFRIMETS Metrology School

RESULTS -at national level

- Over 320 technicians trained
- Capacities and technical skills of National Metrology Institutes (NMIs) strengthened through delivery of calibration equipment in mass, temperature, volume and pressure in 15 countries
- The Gambia's Legal Metrology Bill drafted and pending adoption
- Two metrology laboratories recredited (mass) in Benin and Senegal
- Development and adoption of a law on legal metrology in Togo

Results

Regional level:

**UEMOA
METROLOGY
LAW**
drafted

SOAMET
operational & OIML
correspondent
member

30
regional & national
metrology experts
trained
(AFRIMETS Metrology
School)

National level:

320
technicians trained in
metrology

NMIs
delivery of calibration
equipment=capacities
& technical skills
strengthened

1
The Gambia's Legal
Metrology Bill drafted

2
metrology laboratories
recredited

1
law on legal metrology
is developed and
adopted in Togo



Results

Regional level:

SOAC

technically operational
& cooperation
agreements with
COFRAC & TUNAC

Committees

agrifood & biomedical
committees established
to support SOAC.
Study & Information
Tour to TUNAC &
COFRAC

8/19

quality & technical
assessors coached
as junior assessors or
observers

34

technical experts trained

14

quality assessors
trained

National level:

400

laboratory staff trained

55

technical assessors
trained

Accreditation

This is a highly specialized area in which an authoritative body gives formal recognition that an individual or organization is competent to offer conformity assessment services such as testing, inspection or certification. It is particularly relevant to offer accreditation services at regional level since demand from small countries and those on the first rungs of the industrialization ladder is limited. The WAQP has laid the foundations for a regional accreditation system by establishing a regional pool of experts and providing them with further training and opportunities to participate in laboratory accreditation processes alongside their international peers.

RESULTS -at regional level

- UEMOA regional accreditation system, known as SOAC, technically operational
- Cooperation agreements concluded with the French and Tunisian accreditation bodies, COFRAC and TUNAC, to support SOAC
- An agrifood committee and a biomedical committee established to support SOAC in meeting key accreditation needs of the countries in the region
- Study and information tour organized for members of these two accreditation committees to TUNAC and COFRAC
- Eight quality assessors and 19 technical assessors coached as junior assessors or observers by assessment teams from TUNAC and COFRAC during some 30 mock assessments and 21 accreditation assessments

RESULTS -at national level

- 400 laboratory staff trained in ISO/IEC 17025
- 55 technical assessors (food industry, medical biology, testing of building materials) trained against ISO/IEC 19011, ISO 15189 and ISO/IEC 17025
- 34 technical experts from accredited laboratories in the region trained in order to expand the supply of accreditation experts
- 14 quality assessors trained against ISO/IEC 19011, ISO 15189 and ISO/IEC 17025



Conformity Assessment

Sustainable trade in goods and services is dependent on confirmation that these products comply with standards, regulations, specifications and other requirements. Testing, inspection, certification and suppliers' declarations of conformity are thus integral stages of conformity assessment and serve to reassure consumers in the global, regional and domestic markets. As part of the WAQP, the skills of staff in laboratories across the region have been strengthened, inspectors have received further training, testing equipment has been upgraded and laboratories have been accompanied towards accreditation.

RESULTS -Analysis and testing

- Capacity building of more than 500 technicians from more than 100 laboratories in quality management systems
- Testing and analysis equipment upgraded in 48 laboratories in all countries
- Mock assessment of 36 laboratories and initial accreditation assessment of 21 laboratories performed by COFRAC, TUNAC and the American Association for Laboratory Accreditation (A2LA)
- 21 laboratories accredited in the region against ISO/IEC 17025 (18) and ISO 15189 (3)
- Business plan drawn up for a regional inter-laboratory comparisons body
- Inter-laboratory comparison campaigns on drug quality control (Côte d'Ivoire, Niger, Senegal), material testing (Benin) and food chemistry (all eight UEMOA countries)

Results

Analysis & testing:

+500

laboratory technicians
capacity building

48

laboratories
upgraded

36

laboratories
pre-assessed

21

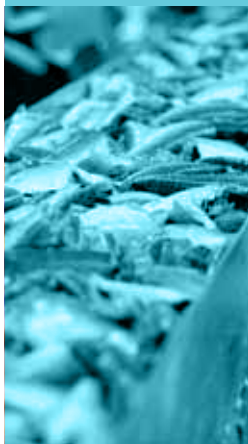
laboratories assessed
for accreditation

21

laboratories
accredited

1

inter-laboratory
comparisons body



Results

Inspection:

300

staff trained in
ISO/IEC 17020

75

inspectors
trained against
the BTSF hygiene
guidelines

40

phytosanitary
inspectors trained
in national hygiene
guidelines
(fruit & vegetable
exports)

10

inspection bodies
helped to set up a
documentation system

1

phytosanitary
inspection service
pre-assessed

Certification:

UEMOA

conformity mark
developed & registered

3

national certification
bodies audited

Conformity Assessment

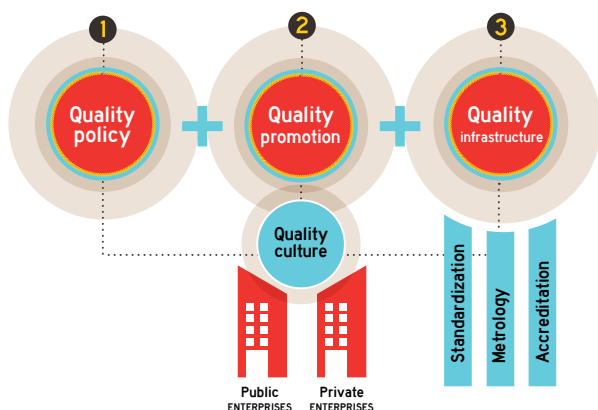
RESULTS -Inspection

- Capacity building of 16 inspectors against ISO/IEC 17020 at regional level
- Awareness-raising for around 300 staff against ISO/IEC 17020 in the eight UEMOA countries
- Capacity building of 40 phytosanitary inspectors in Burkina Faso and Mali in national hygiene guidelines for the export of fruit and vegetable
- 75 inspectors trained against the hygiene guidelines elaborated by the BTSF (Better Training for Safer Food) programme
- 10 inspection bodies helped to set up a documentation system in compliance with ISO/IEC 17020 requirements
- A phytosanitary inspection service pre-assessed against ISO/IEC 17020 in Senegal

RESULTS -Product certification

- A UEMOA conformity mark developed and registered
- Staff of eight National Standards Bodies trained in product certification
- Quality Audits in three national product certification bodies (ABENOR/Benin, CODINORM/Côte d'Ivoire, ASN/Senegal) against ISO Guide 65 and quality management systems being set up
- A pilot certification scheme for 10 priority products underway in Sierra Leone

“Quality has been the byword of the programme”



WAQP

West Africa Quality Programme

To strengthen regional and international economic integration and trade through:

+
compliance with international trade rules and technical regulations

+
competitiveness of enterprises in the region

Close up on CIRDES: a regional institution committed to the improvement of livestock in West Africa

With headquarters in Bobo-Dioulasso in Burkina Faso, CIRDES (Centre International de Recherche-Développement sur l'Elevage en zone Subhumide) is a regional livestock research centre. The Centre's core mission is to improve livestock resources, a key feature in the development of subregional trade in West Africa.

Mindful of the strategic role that CIRDES can play in the sustainable development of quality at national level among animal research institutes in member states, the European Union (EU) has supported the upgrading of the centre to ensure compliance with international best practices.

Accreditation against ISO IEC 17025 in the highly specialized field of animal genetics for one of CIRDES' laboratories is a major achievement of the West Africa Quality Programme. Additional results include training of staff in quality methodology and tools, carrying out an ISO IEC 9001 mock audit throughout CIRDES, equipping the centre with computers and technical instruments, publishing technical information on specific research topics, supporting two PhD students with scholarships and research materials and renovating the training room.



"This publication has been produced with the assistance of the European Union. The contents are the sole responsibility of UNIDO and can in no way be taken to reflect the views of the European Union."



The project "Support to Competitiveness and Harmonization of TBT & SPS Measures" was funded by the European Union.

